

ABSTRACT

A hybrid fiber coax (HFC) network management system and method for managing an HFC network having network elements operable for communicating telephony, data, and video signals with customer-premises equipment (CPE) of a subscriber. The HFC network management system includes an HFC network manager for monitoring status and configuration of the network elements and the CPE and for controlling configuration of the network elements and the CPE. A database is operable for storing data indicative of the configuration of the network elements and the CPE and the assigned capacity of the network elements. An online provisioning application link (OPAL) is operable for provisioning network elements with CPE based on the assigned capacity of the network elements to enable communication of telephony, data, and video signals between the HFC network and the CPE. A fault manager is operable for generating displays of the status and configuration of the network elements and the CPE. A trouble ticket system is operable for generating trouble ticket alerts in response to improper configuration/status of the network elements and the CPE.